

**Minutes of Board Meeting Conference Call
March 13, 2013
10:00 A.M.**

Present

Trummie Patrick, Chairman
Lynda Coker
Kelly Gay
Virginia Galloway
Carolyn Roddy
David Connell
Jeff Wigington

Not Present

Todd Cowan
Anthony Heath

Also present on the conference call was Karla Dolby of the Attorney General's Office; and numerous DDS staff members.

Establish Quorum / Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:01 A.M.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the February 13, 2013 Board meeting.

Lynda Coker motioned to approve the regular meeting minutes as presented; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Chairman Patrick called for a motion regarding the meeting minutes from the February 13, 2013 Executive Session.

Lynda Coker motioned to approve the regular meeting minutes as presented; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Mikell informed the Board that a press release was issued the previous week for the milestone of one million Real ID compliant customers being served since the program went into effect on July 1, 2012.

The DDS Customer Service Centers (CSCs) continue to see high volume. In 2013 the CSCs have already gotten to 17,000 or more transactions 23 times. On March 5, 2013, the statewide volume was up to 20,520 - the second busiest Tuesday ever recorded. The CSCs are also experiencing the busiest Wednesday – Saturday ever. Starting in February there have been five Saturdays with over 8,000 transactions. It is felt that the reasons for the increase include: on-line renewal which is no longer available for renewal customers; that we have a predictable annual spike in volume that lasts from January to early March; many customers had to return with their correct documents to complete the license issuance process; numerous reinstatements are coming in due to customers getting their tax returns back; and many CDL drivers are coming in to renew their medical certification under the new federal requirements.

Unfortunately, with the volume there has also been an increase in complaints. To mitigate the situation, over the last few weeks there have been a total of 34 new part-time hires for the field. They must attend new employee orientation for three days and then undergo training in the field, so it will take some time before they impact the volume. Also, the CDL medical certification is now available on line where customers can submit their new medical certification documents through an online account. DDS has received a grant for \$300,000 grant from Federal Motor Carriers for advertising that will include billboards on interstates, radio ads and other print media to make sure CDL drivers are aware of the new medical certification requirements and in those ads DDS will be pushing them to go online instead of going into a CSC in person.

To show support for DDS field team members, an appreciation lunch and training is scheduled for each CSC through the first week in April and members of the Executive Team are attending some of them to talk to the staff and let them know how much they are appreciated

In the long term the reinstatement modernization will have a big impact on transaction times and allow the CSCs to turn over the lobby more quickly. Currently, only certain staff knows how to do the most complicated reinstatements but he is hoping the part-time staffing will give them a little more time to train other people on reinstatements. The modernization will have the mainframe do the complicated thinking and the computer will be able to tell the examiner exactly what the customer will have to do to reinstate. This information will also be available to call center staff when a customer calls in, and they are working on being able to email the customer with the information and also making it available on their online account. DDS also plans to make the DS-23 application form that everyone is required to fill out electronic so a person can go online and complete the DS 23 and then it updates on the mainframe which reduces the data entry for the Examiner resulting in less transaction time for the customer.

Mr. Mikell also stated that the call center is also extremely busy. On Tuesday there were well over 10,000 incoming calls which was their busiest day ever.

Mr. Mikell informed the Board that a new Federal Motor Carrier Safety Association grant had been publicly bid and was just awarded to MorphoTrust, the current DDS driver's license vendor, for 28 e-skills tablet computers that the CDL testers will use in the field. It will computerize the entire test

instead of it being done on paper and they will even see a map and track the vehicle as they go down the road. This will make the process more efficient; reduce the possibility of fraud and will make grading much more consistent.

AAMVA is working on standardized motorcycle manual and DDS has agreed to help them pilot the project. They will be paying \$70,000 of the cost of those manuals.

Mr. Mikell stated that DDS will be using a new “Hire a Georgia Veteran” logo on all job postings. Agencies are not required to participate but DDS feels very strongly about supporting Veterans and supporting other agencies. Latoya Doucette, Human Resources, stated that the DDS has been approved by Veteran Affairs to use the “Hire a Georgia Veteran” logo for targeted recruitment for veterans. Much like the federal government, DDS can use points allocation in the hiring process to offer vets preference for available positions. DDS will also have the ability to advertise job postings directly on the Veteran Affairs website which will give more exposure and makes veterans more aware of job openings.

Budget Update - Commissioner Mikell informed the Board that the 2013 amended budget was passed 2 weeks ago and DDS fared very well and basically did not change from the Governor’s recommendation. Michele Jordan, DDS Budget Manager, briefly reviewed the 2013 amended budget and the FY 2014 budget.

Legislative Update - Mike Mitchell stated that last Thursday was the 2013 Legislative Session “crossover” day. Over 800 bills and resolutions were introduced this year in both House and Senate and only about 70 of those bills survived crossover. DDS was tracking 51 bills of which only 17 of those crossed over. Only 4 bills would impact DDS. He briefly reviewed those bills.

Rules for Initial Approval

Jennifer Ammons, General Counsel, reviewed the following rule changes for initial consideration:

375-3-6-.09 – Pending Charges Against Provider Center Applicants

375-5-3-.25 – Pending Charges Against Owners and Instructors

375-5-5.05 – Suspension, Revocation, or Cancellation of Chauffeur’s Endorsement

Chairman Patrick asked if there were any questions and then called for a motion. Lynda Coker motioned to approve the initial rule changes as presented; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Petitions for Board Waiver

Ms. Jennifer Ammons, DDS General Counsel, reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-3-1-.02 – Documentation Required for Initial Issuance:

Kurt Massey – He is attempting to renew his Commercial Driver’s License (CDL) and has not produced a certified copy of his birth certificate. He has provided the hospital issued birth certificate and an uncertified copy of his birth certificate along with this Social Security card, his DD214, a utility bill and bank statement. He has not alleged that he cannot get a certified

copy of his birth certificate; he has essentially failed to meet one of the elements of code section 50-13-9.1 with regards to the content of the petition. Ms. Ammons stated that she had written to Mr. Massey asking him to supplement his initial documentation, but he has not responded. The Department would suggest to the Board that it should not approve the waiver because the petition is not legally sufficient.

Kelly Gay motioned to deny the request for waiver; Virginia Galloway seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining Board members.

Willie Haugabrook – He is attempting to obtain a Georgia ID card and is unable to provide his birth certificate. He has provided a letter from Vital Records stating they were unable to find a birth certificate for him; a letter from his mother confirming the facts surrounding his birth and the hardship that he faces; his Social Security card application from 1961; a letter from the Social Security Administration; his Medicare and Medicaid cards; and a letter from the senior living facility where he resides. Ms. Ammons stated that there is no record of him ever having a driver's license or an ID card.

Virginia Galloway motioned to approve the waiver; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Ms. Ammons reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-3-1-.24 – Name on License or Identification Card. Amended:

Carol Henderson – She has moved to Georgia from Pennsylvania and has been unable to locate the marriage license from her first marriage. She has provided her birth certificate; the divorce decree from that first marriage; her son's birth certificate born during her first marriage; her current marriage license to Mr. Henderson; an insurance card; her voter registration from Pennsylvania; her Social Security card; her license as a massage therapist; her driver's license from Pennsylvania; a bank statement; a deed; a utility bill and a IRS form.

David Connell motioned to approve the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Ms. Ammons reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-5-2-.18 – Insurance and Safety Requirements:

Marino Pedroni – Novoware, Inc. – This company does business as Freedom in Mobility. They provide rehabilitative driver education and have two vehicles which exceed the age requirement in the regulation, but these vehicles are equipped with special equipment for utilization by a disabled driver who is learning to drive. They have asked for a waiver to allow continued use of these two vehicles. Ms. Ammons stated that the Board had approved waivers for this company and others in the past and there have never been any issues with the company or the vehicles and DDS would be supportive of another extension of some duration.

Virginia Galloway asked the typical waiver duration that had been approved in the past. Ms. Ammons replied the previous waiver had been approved by the Board for two years.

Virginia Galloway motioned to approve the waiver for two years; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Ms. Ammons reviewed the following petitions for waiver from Ga. Admin. Comp. Ch. 375-5-6-.15 – Intervention Component:

Tameka Jones – Safety 1st of Stockbridge – She is requesting the Board waive the minimum class limitations for Risk Reduction. Ms. Ammons stated that this topic has been covered extensively over the last year by the Board, and the Department would recommend denial of the petition.

Virginia Galloway motioned to deny the request for waiver; Kelly Gay seconded the motion. The motion to deny the petition for waiver was unanimous by the remaining Board members.

New/Old Business and Adjournment

Chairman Patrick reminded the Board that the next meeting is scheduled for April 10, 2013 at 10:00 a.m. at the DDS Conyers headquarters.

Since there was no further business to discuss, Chairman Patrick called for a motion to adjourn.

Virginia Galloway motioned to adjourn; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.